

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Office Assistant III	<b>Job Family:</b> 5
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 10

**Definition:** To perform moderate to difficult office and administrative support functions; responsible for interpreting, carrying out and enforcing existing City methods and procedures in connection with office operations; makes routine contacts with other department employees and the public.

**Distinguishing Characteristics:** This is the advanced journey-level class of the Office Assistant series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed. Typically, positions at this level work independently in the absence of direct supervision, often in remote locations. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Incumbents are typically assigned a unique specialized set of responsibilities which sets the position apart from other Office Assistant class levels.

Receives general direction from assigned management, professional or secretarial position.

Provides technical supervision over other clerical personnel.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Relieve supervisor or other department staff of administrative support service functions; utilize independent judgment and initiative; act as lead when necessary, often in off-site location.
2. Act as interdepartmental liaison relating to administrative or project support functions for the office and for compliance with City regulations and practices relating to those functions.
3. Perform complex administrative clerical duties related to a programmatic area of assignment.
4. Type letters, reports and similar materials frequently requiring the use of independent judgment.
5. Compile and condense technical and statistical data.

6. Prepare correspondence and supporting documentation relating to area of assignment; maintain accurate records and files of program activities; prepare and track mailings, legal notices and reporting documents.
7. Respond to public inquiries, both on the telephone and in person, and refer to appropriate staff member for more specific information as appropriate; exhibit familiarity with functions of the City.
8. Collect information from a variety of documents pertinent to assigned department or functional area of responsibility; compile data for reports; prepare routine reports as required.
9. Maintain and monitor records and files; follow up on due dates; perform other monitoring functions to ensure timely completion of work.
10. Input data, maintain records, code correspondence for files; assemble materials and information from various sources; perform bookkeeping duties.
11. Operate various office machines, including computer.
12. May act as a receptionist at a front counter or a remote office location in answering telephones or greeting the public and providing routine information.
13. Perform related duties as assigned.

**Minimum Qualifications:**

Knowledge of: English usage, spelling, grammar and punctuation; office methods and equipment including filing systems; business letter and report writing; organization, procedures and operating details of the City department to which assigned.

Ability to: Use computer equipment and programs associated with clerical/administrative functions; organize duties and determine priorities in order to meet assigned deadlines; interpret, explain and apply operating policy, rules and procedures of assigned function; perform routine clerical work including maintenance of appropriate records and preparation of general reports; compile and maintain extensive records and files; understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities; establish and maintain basic financial records; calculate mathematical computations; edit and provide basic proofreading skills; verify and check files and data; establish and maintain effective working relationships with those

**Position Title:** Office Assistant III

Page 3

contacted in the course of work; communicate clearly and concisely, both orally and in writing; some positions may require the ability to type accurately at a speed of 45 words per minute; operate a spreadsheet program on the computer including creating shells for data collection.

**Experience and Training Guidelines:** Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Two years of increasingly responsible clerical and administrative office support experience. Equivalent to the completion of the 12th grade. Courses in office and business management desirable.

Established January 1994

Revised

CLASS SPECS

CS160-F^